

## Supplier On-Boarding and Assurance Analyst

---

**Department:** Chief Operating Office

**Division:** Commercial Services

**Reports to:** Source to Pay Lead (S2C/Supply Jersey)

**JE Reference:** COO1014

**Grade:** 8

### Job purpose

Provide Commercial help desk services for internal and external stakeholders, partners and suppliers. On-boarding suppliers in line with the supplier risk management framework

### Job specific outcomes

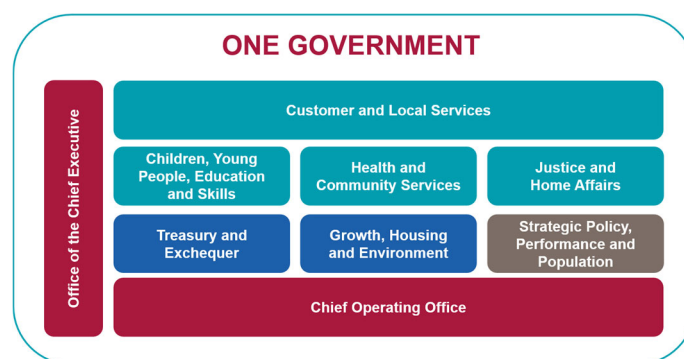
- Provides Supply Jersey system users with day to day support in accordance with best practice standards. Develops a good working knowledge of the business processes, workflow and functionality and become the 'expert user' in order to advise on how to best use systems and maximise benefit through improved business practices. Develop good working relationship with the system users, suppliers and all other stakeholders to maintain a productive working environment
- Maintains procedures to ensure data quality and compliance with States of Jersey policies, laws and guidelines and adherence to best procurement practice. Report breaches/non-compliance to the line manager
- Develop a full understanding of the data held to ensure the integrity, accuracy and timeliness of data processing. Monitors systems performance, log errors, advise users of any potential processing restrictions and provide an interface between the users and technical support services. Supports the business relationship process between suppliers and internal customers by responding to queries in a variety of mediums e.g. email, telephone, face to face
- Analyse data from system and problem solve queries identified by the line manager
- Processing new supplier requests and set up of suppliers based upon parameters set by Commercial Services, and actions off-boarding requests
- Supports supplier assurance in line with the risk management framework, ensuring that suppliers provide the required documentation on time and validating them with the relevant business owners to provide assurance of the supply chain
- Provides training and guidance to users and suppliers using Supply Jersey and arranges one to one meetings with suppliers / internal users who experience difficulty using the system. Assisting internal users and suppliers to reconcile outstanding invoices and orders and work closely with Accounts Payable and provide training to as and when required

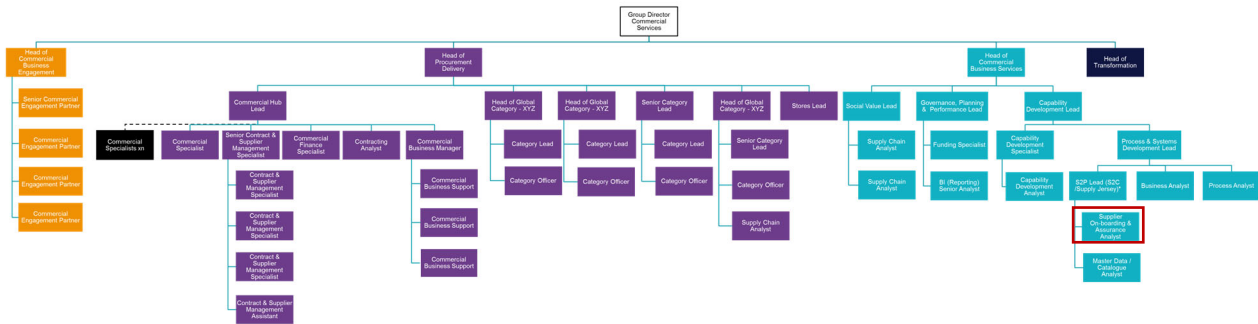
- Contributes to the development of guidance and procedures pertaining to Supply Jersey
- Participates in regression testing, workshops and system developments meetings. Supporting Commercial services and the wider organisation to enhance their service offering and simplify processes for end users

## Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

## Organisational structure





## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Educated to degree level or demonstrate such a level of equivalent experience in a similar role	
<b>Knowledge</b>	<p>Good knowledge and understanding of P2P, e-sourcing, and contract and supplier management platforms and processes</p> <p>Knowledge of commercial, procurement and finance systems</p> <p>Knowledge of working within a commercial environment or working with suppliers to deliver outcomes</p>	
<b>Technical / Work-based Skills</b>	<p>Excellent problem solving skills and ability to respond to sudden unexpected demands</p> <p>Good ability to analyse complex facts and situations and develop a range of options and to make judgements across a wide range of issues impacting on service delivery to GoJ and therefore Public Services</p> <p>Good ability to probe issues and identify root causes to identify the specific underlying cause of process, system and data issues and recommends effective and efficient improvements to the organisation. Supporting team members to ensure that the solution aligns with the vision, mission, objectives, strategy, business and user need</p> <p>Ability to drive enhanced business outcomes and efficiencies through the continuous development, improvement and optimisation of commercial and procurement systems and processes</p>	

<p><b>General Skills/Attributes</b></p>	<p>Demonstrable commercial and business acumen</p> <p>Ability to build strong credible relationships based on trust, reliability and constructive challenge with GoJ business owners, stakeholders and suppliers</p> <p>Demonstrable interpersonal skills</p> <p>Structured in their approach and constructively challenging the legacy position</p> <p>Must be a completer finisher</p>	
<p><b>Experience</b></p>	<p>Experience of administering P2P and associated systems</p> <p>Demonstrable experience of providing support and advice to a wide range of stakeholders/projects on P2P systems</p> <p>Experience of stakeholder engagement within a complex environment</p>	

**Core Accountabilities, Attributes and Behaviour Indicators**

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities, attributes and behaviour indicators.